



**Northeast
Utilities System**

**Northeast Utilities Service Company
101 Federal Street, 13th Floor
Boston, Massachusetts 02110**

(617) 748-5141

March 1, 2002

VIA HAND DELIVERY

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, Massachusetts 02110

**RE: Western Massachusetts Electric Company Service Quality Plan 2002 - 2004,
2001 Annual Report, D.T.E. 99-84/D.T.E. 01-71-D**

Dear Secretary Cottrell:

Pursuant to the Department of Telecommunications and Energy's ("Department") December 17, 2001 approval of Western Massachusetts Electric Company's ("WMECO") service quality ("SQ") plan in the above-mentioned proceedings, WMECO hereby files its 2001 Annual Report. An electronic version is also being sent to the Department.

Please contact me should you have any questions in regard to this filing.

Sincerely,

Donald M. Bishop
Manager, Regulatory Policy - Massachusetts

Attachment

cc: Ron LeComte, Director, Electric Power Division
Kevin Brannelly, Director, Rates and Revenues Division
Karen Robinson, Esq., Director, Consumer Division